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ACIP

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Automated COSAL Improvement Program (ACIP)

- Why are we here?
- Background
- Why ACIP?
- ACIP changes roles
- Process
- Benefits
- Potential Enhancements
- Choices

Why are we here?

- Questions have been raised regarding ACIP's effectiveness, efficiency, and if it should be enhanced, replaced, or discontinued?

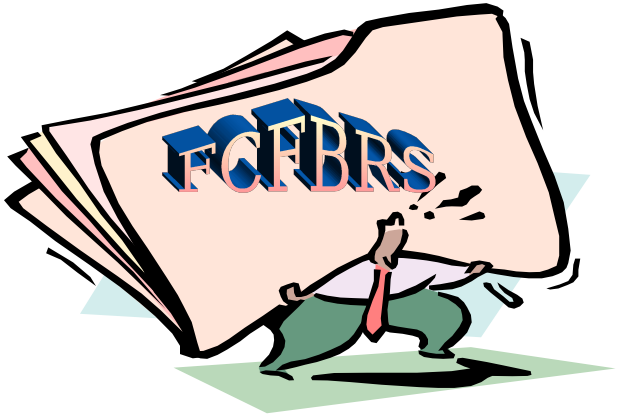
✓ Discuss Background:

– migration from Fleet actively generating (100%) Fleet COSAL Feedback Reports (FCFBRs) to generating a small (%) for unique situations.

✓ Discuss Options.

Background

- ACIP process instituted 1 April 1995 with Fleet Concurrence.
- Identify APL Discrepancies in lieu of working Fleet COSAL Feedback Reports (FCFBRS).
- Why?



Fleet Supply Support Program Costs

- Pre- FY 95 - FCFBRs generated by SNAP were broken:

  - ✓ Insufficient Information due to freestyle narrative format.
  - ✓ 25% rejection rate at initial screening.
  - ✓ Less than 10% of FCFBRs submitted prior to FY-96 resulted in an APL update.
  - ✓ Cost to accomplish one APL update with this process is high.
  - ✓ No logical organization for processing.

- Process is neither Effective nor Efficient.
- Backlog – tens of thousands … plus.

Automated COSAL Improvement Program (ACIP) – FY 95

- ACIP Process (in a nutshell):

  - ✓ Turn off FCFBR submission capability for identifying APL deficiencies in SNAP.
  - – Shipboard technicians generate FCFBRs for certain conditions via Distance Support.
  - – Generate review candidates using existing Ships' 3-M Source Code "G" and "J" data (review any "not carried, not listed on APL" - parts issued for maintenance data).
  - – Rank by frequency of potential error conditions against specific APLs.
  - – Work in descending APL sequence by ISEA/TSA.
  - – ISEA/TSA determines reason for deficiencies and updates APL where appropriate.
  - – Provides part if computes for allowance.
  - – NAVICP-M implements changes.

Fleet Benefits

- Reduces shipboard labor - time and costs!
- Reduces research time needed by the technician to identify parts for maintenance.
  - Improves response (CWT) time.
  - Seamless, collects 3-M data passively.
  - Pro-active approach, eliminates the “time” requirement for shipboard technician to manually generate a FCFBR when parts are not properly identified.
  - Identifies technical inconsistencies with ships allowance documentation.
  - ✓ Ensures required items for maintenance are listed on an APL.
  - Allows Fleet to Re-shuffle Prioritization of ACIP candidates.
  - ✓ Provides added part if it cuts for allowance.
  - Eliminates ordering of incorrect repair parts.
  - Corrects multiple occurrences for all ships, those reporting problem and those yet to report the problem.
  - Savings are realized “every year” for the remaining life of the equipment – Important as In-Service extends the equipment lifetime.

% NIINs Added vs Allowed

ACIP_CYCLE	Found On AMPI	not found on ampi	Count of 06 and 18	Average Found	Average Number Of Days
14	19	84	103	18.45%	86.42
15	19	82	101	18.81%	84.61
16	16	44	60	26.67%	93.38
17	44	91	135	32.59%	102.36
18	30	86	116	25.86%	83.73
19	69	184	246	28.05%	153.10
20	43	208	251	17.13%	123.07
21	45	246	290	15.52%	117.64
22	18	198	216	8.33%	102.90
23	44	355	394	11.17%	128.97
24	33	226	259	12.74%	128.10
25	48	360	405	11.85%	101.53
26	48	274	322	14.91%	101.64
27	32	217	246	13.01%	88.29
28	4	0	4	100.00%	48.50
Totals	512	2655	3148	16.26%	67.46

ACIP Improves Readiness, 1998 Study confirmed New Standards!

- Study: 1100 HM&E APLs updated in ACIP (CY 96-98), Review of 3-M data (CY 98):

➢ Reduced Shipboard Labor – research time needed by the technician to identify parts for maintenance:

✓ 90 minutes to 5 minutes!
  - Savings in 1998 dollars - $360K (1.4 MH x $30/HR x 8539)

➢ Reduces Customer Wait Time (CWT) – time from requisition generated to material in store room:

✓ 450 hours to 2 hours!
  - CWT reduced by 1,000,384 hours!

ISEA Benefits

- Cost Savings
  - Focused resolution of “problem” APL’s based on Fleet usage - 3M.
  - Identifies potential supply support problems from Fleet Maintenance perspective.
  - TYCOM prioritizes equipment of concern prior to submission to ISEA.
- Improves ISEA posture, Reduces Workload
  - Identifies, tailors, and highlights in a most efficient manner, COSAL APL inaccuracies at a point in time for the ISEA to resolve.
  - Reduces research time, provides real-time data extracts from CDMD/WSF to aid in resolution.
  - Reduces Duplication.

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Choices ?

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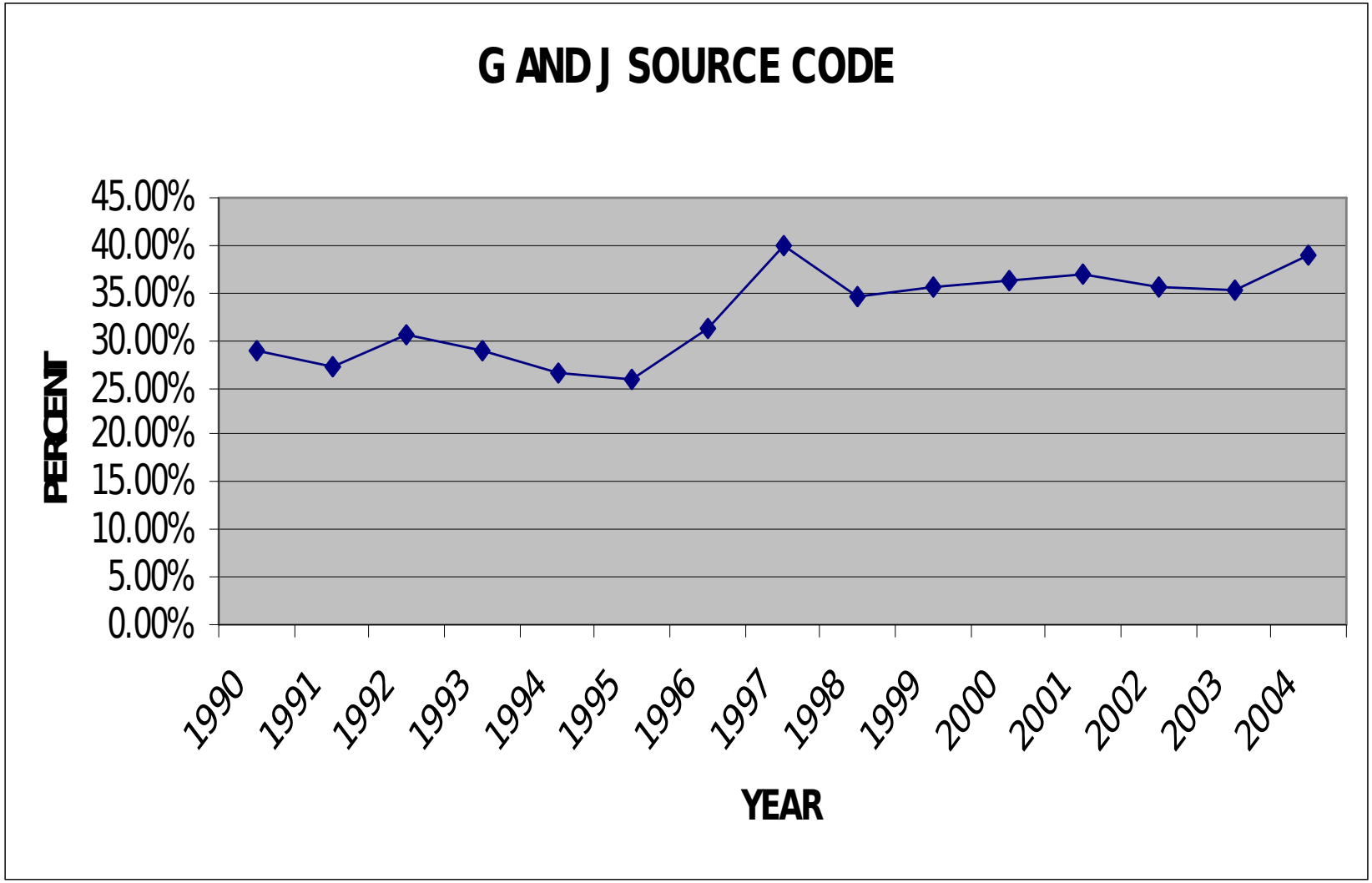
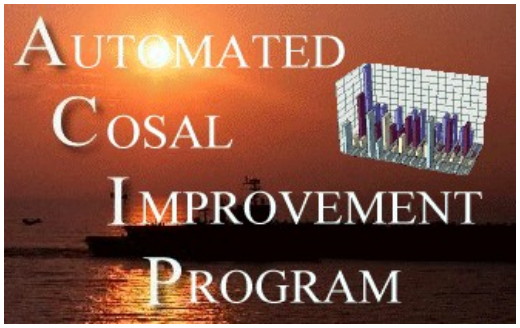
Do Nothing.



Do Nothing – cont'd.

YEAR	G AND J SOURCE CODES	ALL SUPPLY ISSUES	Percent G AND J SOURCE CODES
1990	261997	912380	28.72%
1991	616592	2276123	27.09%
1992	450068	1476265	30.49%
1993	383329	1324164	28.95%
1994	380380	1431616	26.57%
1995	363768	1408904	25.82%
1996	413238	1326907	31.14%
1997	576176	1438559	40.05%
1998	453576	1307622	34.69%
1999	445897	1251948	35.62%
2000	433500	1195508	36.26%
2001	413860	1124733	36.80%
2002	427890	1196935	35.75%
2003	401587	1142209	35.16%
2004	181277	465400	38.95%

Continue ACIP Incorporate Enhancements

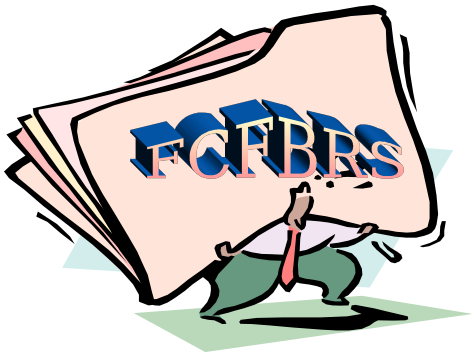


- ✓ Change Error code processing.
- ✓ Send less ACIPs. Next slide.
- ✓ Tailor ISEA Files.
- ✓ Create ESC/CCB.

Cost Savings with Proposed Auto Approval Process

ISEA Name	Completed	Total Auto Approved	% Auto Approved	Cost	Cost With Auto Approval	Cost Savings	% Cost Savings
NAWC Lakehurst	22	17	77%	$770.00	$175.00	$595.00	77.27%
NUWC DIV Keyport	34	14	41%	$1,190.00	$700.00	$490.00	41.18%
NSWC Carderock DET Norfolk	42	20	48%	$1,470.00	$770.00	$700.00	47.62%
NSWC PHD Virginia Beach	86	77	90%	$3,010.00	$315.00	$2,695.00	89.53%
NSWC Panama City	97	47	48%	$3,395.00	$1,750.00	$1,645.00	48.45%
NSWC Crane	114	60	53%	$3,990.00	$1,890.00	$2,100.00	52.63%
CDSA Dam Neck	124	61	49%	$4,340.00	$2,205.00	$2,135.00	49.19%
FTSCLANT Norfolk (SQQ-89 EQPT)	132	59	45%	$4,620.00	$2,555.00	$2,065.00	44.70%
SPAWAR Miscellaneous (NSLC)	144	55	38%	$5,040.00	$1,925.00	$3,115.00	61.81%
NSWC, Port Hueneme	158	136	86%	$5,530.00	$770.00	$4,760.00	86.08%
SPAWAR Syscom San Diego	189	102	54%	$6,615.00	$3,045.00	$3,570.00	53.97%
NSWC, Port Hueneme	599	480	80%	$20,965.00	$4,165.00	$16,800.00	80.13%
PHD NSWC Louisville	632	81	13%	$22,120.00	$19,285.00	$2,835.00	12.82%
NSWC-CD, NAVSSES	7642	3349	44%	$267,470.00	$150,255.00	$117,215.00	43.82%
Totals	10015	4558	55%	$350,525.00	$189,805.00	$160,720.00	45.85%

Revert to (old) FCFBR Process?



- ✓ Can't, turned SNAP processing off!
- ✓ Would put FCFBR burden back on deck plate technician.

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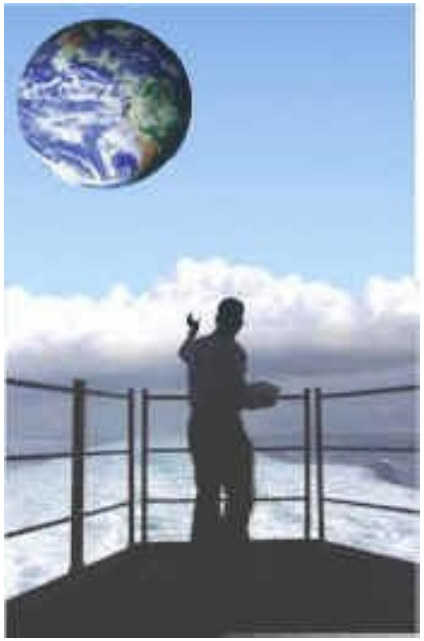
Distance Support



- ✓ Puts FCFBR burden back on deck plate technician.
- ✓ Increased volume – 30-40,000/yr?
- ✓ Some manual intervention – handling trouble tickets.
- ✓ Follow-up emails, phoncalls to contend with.

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Build New System

- ✓ Time.
- ✓ Money.

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Summary

Closing

- ✓ Modify, implement enhancements.
- ✓ Establish Steering Committee or Configuration Control Board (CCB) for ACIP.
- ✓ Fleet/TYCOMS stress to their respective PEO/PM Life Cycle Manager that ISEAs providing responses to ACIP candidates is one of the Fleet's Top Priorities.

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Back-up

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Source of Data

- Data contains any shipboard part issue with;
  - Source code of;
    - “J” (not carried, does not cut for allowance)
    - “G” (not carried on APL)
  - Second position of fund code;
    - “R”, “B”, “3”, “6”, or “null”

Results of Updating APLs

- Based on 1100 HM&E APLS updated in ACIPs since CY 1996.
- Review of 3M data for CY 98 shows that:
  - 8539 requisitions submitted by 243 ships against NIINs that were added to APLs because of ACIP reviews
    - 2233 issues with Source Code of “A” (allowance item issued from storeroom)
    - 2414 issues with Source Code of “J” (not carried, does not cut for allowance)
    - 3892 issues with various other Source Codes
  - All of these would have potentially been “G” Source Code issues (not carried, not listed on APL)

Value Added by Updating APLs

- **Improved Readiness**
  - 2233 issues with Source Code of “A” (allowance item issued)
    - **MLDT reduced from 450 hours to 2 hours for each requisition.**
    - **MLDT reduced by 1,000,384 hours.**

- **Cost Avoidance**
  - 8539 issues with SOS of “J” (not carried onboard), “A” (allowance item), or “D” (allowance item, not in stock)
    - **Research time by sailor to determine NSN for item needed for maintenance reduced from 90 minutes to 5 minutes.**
    - **Equates to a savings of $360K (1.4 MH X $30/MH X 8539)**

- **These savings are realized every year for the remaining life of the equipment.**

- **Eliminates ordering of incorrect repair parts.**

- **Eliminates CASREP drills (63 eliminated).**

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Process

- ACIP candidate determination
  - Based on 4 month review cycles
  - Ships' 3-M issues gathered for prior eight months
  - Any shipboard part issue with "G" or "J" source code selected
  - NIIN-APL combinations screened against WSF…eliminates timing issues
- Fleet prioritization
  - APL ranking list available to TYCOMs for Fleet prioritization
    - Ranked by frequency (total 3-M issues with no NIIN-APL match in WSF) for the APL
    - TYCOMs identify "Priority" APLs if needed

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Process (cont.)

- ACIP review
  - Tailored ACIP file made available via the web to ISEAs for review
    - Required to review APLs ranked in the top 100 & TYCOM Priority APLs (it is expected that ISEAs will strive to work all of the data sent to them)
    - Real time analysis data available
    - Work package updated on line
  - ISEA/TSA determines reason for deficiencies and updates APL where appropriate
  - Changes implemented by NAVICP-M

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Process (cont.)

- Metrics
  - Reports available in ACIP application
    - Based on access level
    - Provides overall stats.
      - Number worked, response categories
      - Break down by ISEA/TYCOM, etc.

ACIP “Stakeholders” and Their Roles

- NAVSEALOGCEN
  - Generate ACIP files & make available to ISEAs via the web
  - ISEA action taken codes compiled on line
  - Create file for allowance processing
  - Monitor data flow back to Fleet
  - Produce metrics
- NAVSEA
  - Program manager for ACIP
  - Manage and direct operational maintenance and improvements
- Type Commanders (TYCOMs)
  - ACIP is the vehicle that allows the fleet to identify, address/resolve APL discrepancies.
  - Review APL Ranking list and identify their “Priority” APLs on line
  - Review ISEA action taken codes

ACIP "Stakeholders" and Their Roles (cont.)

- In Service Engineering Agents (ISEAs)
  - Review APL-NIIN data, assign appropriate response code and provide comments online
  - Forward WSF corrective changes to NAVICP-M
- Naval Inventory Control Point Mechanicsburg (NAVICP-M)
  - Update WSF
  - Run add thru allowance model
  - Release updates to the Fleet via ASI

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Potential Enhancements

- **Ensure “configuration” as well as “provisioning/technical” issues are addressed as part of the ACIP program.**
- **Improve the process by increasing the percentage of ISEA resolutions to streamlined ACIP packages, obtaining CDM involvement to address configuration issues and better utilizing the results of the process to improve Fleet support.**
- **ACIP will be improved in large part by establishing a CCB or Steering Committee consisting of ISEAs, CDMs and Fleet reps. The group will identify concerns/problems, prioritize the resolution of these problems and designate actions/roles for each of these organizations to ensure continuous process improvement.**
- **Use VCCB as tool to identify and track progress of changes.**

ACIP Project - POA&M

Tasks	Resp.	Start	Finish
Develop Approach		25-Feb-04	30-Jul-04
Discuss with CDM/ISEA team leads	NSLC	25-Feb-04	25-Feb-04
Investigate use of VCCB	NSLC	1-Mar-04	21-Aug-04
Develop preliminary concept	NSLC	1-Mar-04	9-Jul-04
Refine Steering Committee concept	NSLC/Sea 04L41	Ongoing	Ongoing
Present to CDM/ISEA conference	NSLC	13-Jul-04	15-Jul-04
Discussed key components at Interim FLSIC conference	NSLC	20-Oct-04	Ongoing
Draft Ltr for NAVSEA 04L4/5 for ACIP Community Leadership Mtg	NSLC	In-process	16-Mar-05
Present to PCOE conference	NSLC	30-Nov-04	16-Mar-05
Discuss Revised Approach with ACIP Community Leadership	NSLC/Sea 04L41	16-Mar-05	Ongoing
Obtain membership buy-in/Establish roles and responsibilities	NSLC	16-Mar-05	Ongoing
Establish process for Identifying and Incorporating Enhancements	Committee	Ongoing	Ongoing
Incorporating Enhancements		Ongoing	Ongoing
Identify enhancements	Committee	Ongoing	Ongoing
Prioritize enhancements	Committee	Ongoing	Ongoing
Define requirements	Committee	Ongoing	Ongoing
Establish report capability that facilitates further process improvement	Committee	Ongoing	Ongoing
Design and incorporate necessary changes	NSLC	Ongoing	Ongoing
Test changes and incorporate into application	NSLC	Ongoing	Ongoing
Provide Feedback		Ongoing	Ongoing
Conduct training/orientation for users	NSLC	Ongoing	Ongoing
Establish reporting policy (method, periodicity)	Committee	Ongoing	Ongoing

Potential Enhancements (cont.)

- Facilitate thorough and consistent reviews
  - Address funding issues
  - Need to focus on most beneficial or mission critical component candidates, simplify analysis, and reduce ISEA review time
  - Tailor ACIP files according to ISEA specialty
  - Provide streamlined and/or additional data to facilitate review
  - Encourage consistent application of responses
  - Encourage use of reports for trending of problems
  - Address “unknown” APLs
- Close the loop for changes
  - Provide feedback to the Fleet – via TYCOMs.

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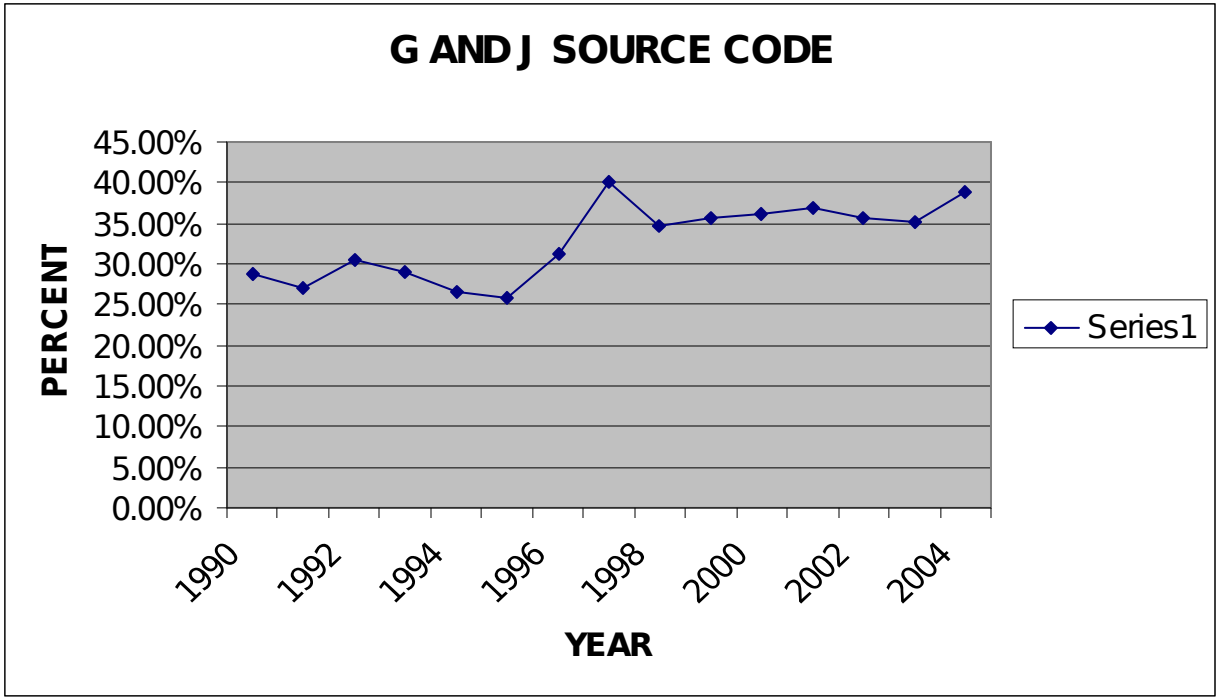

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FCFBR WORKLOAD FOR MAJOR ACTIVTIES

	CDNSWC PHILA	NSWCPHD	NUWC NORFOLK	NSLC	NSWC CRANE
Cost PER FCFBR	$55.00	$120.00	$150.00	$25.00	$83.13
% of FCFBR Processed	35%	22%	16%	12%	8%
# of FCCBR Process/Year	14,000	8,800	6.400	4,800	3,200
Annual Cost	$770,000	$1,056,000	$960.000	$120.00	$266,000
ACIPS Completed FY 2004	12,282	892	183	264	138

Annual FCFBR Totals ~ 40,000

7% of FCFBR's go to miscellaneous Activities

Total Annual Cost ! 3.5M